

SOLICITATION NO. TIRNO-04-R-00001  
SECTION J - ATTACHMENT J-6  
SAMPLE CUSTOMER SURVEY

Performance Measure	SLA	Vendor Performance	
Order Confirmation Time	Order confirmation & final price quote shall be provided within 2 Government business days of order receipt notification.	Exceeds: < 2 business days Meets: = 2 business days Unsatisfactory: > 2 business days	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Circuit Disconnect Confirmation	Contractor shall provide a confirmation of circuit disconnect within 2 business days 98% of the time. User profile should designate how they wish to be notified (default is e-mail).	Meets: ≤ 2 days Unsatisfactory: > 2 days	<input type="checkbox"/> <input type="checkbox"/>
Ordering Database Accuracy	The Contractor shall ensure that 99% of records in ordering database are without errors.	Exceeds: = 100% without errors Meets: ≥ 99% without errors Unsatisfactory: < 99% without errors	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Invoice Timeliness	Invoice shall be made available to the Government on the same day of each month or the next business day in case of a Federal holiday.	Meets: On time Unsatisfactory: ≥ 1 day late	<input type="checkbox"/> <input type="checkbox"/>
Service Disconnection Time	The Contractor shall discontinue billing of a disconnected service within one billing cycle of receiving a service disconnection request. In the event that the contractor continues to bill the Government for a disconnected service after disconnect confirmation, the contractor shall credit the excess charges plus an interest penalty calculated based on formulas in the prompt payment act.	Meets: ≤ Next Billing Cycle Unsatisfactory: > Next Billing Cycle	<input type="checkbox"/> <input type="checkbox"/>
Error Resolution Time	The Contractor shall resolve any errors reported on BIRs, and any discrepancies or errors in invoices within one billing cycle.	Meets: = 1 billing cycle Unsatisfactory: > 1 billing cycle	<input type="checkbox"/> <input type="checkbox"/>
Report Deadlines	Contractor shall submit scheduled management reports as follows: • In-progress reports – By the first business day of month • Trouble status reports – By first business day of month • Capacity status report – By first business day of every alternate month	Meets: On-time Unsatisfactory: 1 or more days late	<input type="checkbox"/> <input type="checkbox"/>
TCE Monthly SLA Reporting Accuracy	The contractor shall maintain 100% accuracy in TCE monthly SLA reporting.	Meets: No errors in monthly reports Unsatisfactory: 1 or more errors in monthly reports	<input type="checkbox"/> <input type="checkbox"/>
Security Control Compliance	The contractor shall comply with all TCE security controls, including NIST 800 series and TDP 85-01.	Exceeds: > 90% compliant Meets: ≥ 75% compliant Unsatisfactory: < 75% compliant	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Security Patch Implementation Timeliness	The Contractor shall implement 100% of security patches within 36 hours of publication on the FedCIRC or CERT/CC advisory websites.	Exceeds: 100% of Patches implemented within 24 hours Meets: 100% of Patches implemented within 36 hours Unsatisfactory: Less than 100% of Patches implemented after 36 hours	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

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Security Intrusion Detections	The Contractor shall detect 100% of simulated attacks on vulnerabilities identified by FedCIRC and CERT/CC, after the 36 hour window allowed for patch implementation.	Meets: 100% of attacks detected Unsatisfactory: Less than 100% of attacks detected				
Denial of Service Detections	The Contractor shall detect 100% of simulated DOS attacks.	Meets: 100% of attacks detected Unsatisfactory: Less than 100% of attacks detected				
Network Configuration Changes Response Time	The contractor shall respond and carry out requested configuration changes within the following timeframes: Soft/logical changes (during emergencies) – within 12 hrs of request submission Soft/logical changes (during non-emergencies) – within 14 calendar days of request submission Network hardware changes (during emergencies) – within 24 hrs of request submission Network hardware changes (during non-emergencies) – within 14 calendar days of request submission	Soft/Logical (Emerg.) Soft/Logical (Non-Emerg.) Hardware (Emerg.) Hardware (Non-Emerg.) Exceeds: < 4 hrs < 7 days < 12 hrs < 7days Meets: 4 - 12 hrs 7-14 days 1 day 7 - 14 days Unsatisfactory: > 12hrs > 14 days > 1 day > 14 days				
Site Visit Coordination	The contractor shall provide the site POC at least 5 days advance notice of all site visits.	Meets: Provide 5 days notice for all site visits. Unsatisfactory: Did not provide 5 days advance notice for all site visits.				